

A buyer inherits the trucks, techs, customers, and cash flow — and still misses the one thing that runs the business: the seller's **operating judgment**. This shows where it lives, how reconstructable it is from evidence, and what's transferable before you rely on it.

Business · residential HVAC, ~\$3.2M rev, 14 staff, owner-run 22 yrs

Buyer · first-time post-close operator, SBA-financed

Transition · ~30-day informal handoff

OPERATING-KNOWLEDGE MAP

OPERATING AREA — WHAT THE SELLER DECIDES	EVIDENCE DENSITY	OWNER-DEPENDENCE	STATUS
Pricing exceptions when to deviate from the price book	42%	88%	Correction required
Customer-specific handling who gets priority / the owner's cell	58%	76%	Needs case review
Vendor trust rules who to call when; who gets paid late	35%	69%	Thin evidence
Dispatch & job sequencing who goes where; when to bump a job	61%	64%	Reconstructable
Owner escalations when the owner personally steps in	24%	94%	Do not rely yet
Warranty / rework calls what's covered "off the books"	47%	71%	Correction required

WHAT'S TRANSFERABLE — AND WHAT ISN'T

Transferable now
Dispatch & job-sequencing reconstruct from the job system and largely run without the seller.

Needs correction
Pricing exceptions, warranty/rework norms, top customer rules — pattern is visible; the seller must confirm thresholds.

Locked / thin
Owner escalations & vendor trust live in the seller's head — the post-close blind spots. Name them now.

Go / no-go: proceed to full reconstruction, conditioned on a 3-week seller correction window. Evidence is adequate in 4 of 6 load-bearing areas; the two thin areas are exactly where this buyer is most exposed — worth a written transition commitment before close.

Other outcomes the audit can return: Transition Risk Memo · expanded audit · decline.

Method: metadata-first → representative cases → source-linked claims → seller/operator correction → deterministic confidence. We don't generate SOPs; we reconstruct from real evidence and have the right people correct it. **No source, no claim.**